

## **1.0 – Introduction**

### **1.1 – Background Information**

PowerTrack is an Internet based financial service of U.S. Bank that is being used by HHG - Families First Program to automate the payment of invoices for personal property moves from Transportation Providers. A Transportation Provider will have funds deposited directly into their bank account within two or three business days of invoice approval. The HHG - Families First Program process has been designed to support the fast and efficient approval of invoices.

PowerTrack uses the terms of Buyers and Sellers to refer to users. In the case of HHG - Families First Program, the buyer would be the Personal Property Shipping Office (PPSO) and the seller would be the Transportation Provider (TP). All a user needs to access PowerTrack is an Internet connection, Internet Explorer (6.0), and a valid user id and password.

### **1.2 – HHG - Families First Program Information Flow**

Personal Property moves will be managed by a combination of HHG - Families First Program's Internet based order management system – CWA, the TP's internal processes, and PowerTrack. The flow of information will be as follows:

1. An initial order for a personal property move will be originated by a PPSO through CWA. At that time the PPSO and TP's agent will work out the details including pre-approvals.
2. Upon completion of the service the TP will submit an invoice to PowerTrack. The invoice can be provided electronically in the form of an EDI 859 dataset, or hand entered through the PowerTrack user interface (UI). (That is – entered directly into PowerTrack through the Internet.)
3. PowerTrack will pass the invoice information to CWA for approval of service charges and a rate audit. Once all service charges have either been approved or denied and the rate audit is complete CWA will return to PowerTrack the rated BOL matching this invoice.
4. If there is a dispute regarding the quantity being invoiced the dispute resolution will occur in CWA. The PPSO may dispute the quantity in which case the TP will need to work with the PPSO to come to an agreement on the quantity and update that quantity in CWA. The PPSO may deny the service charge outright in which case the quantity on the rated BOL returned to PowerTrack from CWA will appear as zero. In both cases the TP will need to adjust the quantity in PowerTrack to match the PPSO rated quantity. This can be done manually through the PowerTrack UI or by sending a correction invoice via EDI.

5. Upon completion of the rate audit, CWA will send audit and shipment information back to PowerTrack.
6. If the rate audit is passed and the invoice is within the allowable tolerance and threshold amounts determined by the DoD, it will be automatically approved for payment and no more needs to be done with the invoice.
7. If the invoice is over the threshold, the PPSO will go into PowerTrack to approve it. If the invoice falls outside of the allowable tolerance set by the DoD, the PPSO and TP will be required to come to an agreement on what the correct rate should be. Either party will be required to adjust their rate within PowerTrack, and when the appropriate rate is adjusted the PPSO will be required to approve the invoice manually in PowerTrack.
8. If the PPSO denies a charge, the TP can go into PowerTrack to adjust or cancel the charge in order to get the invoice approved for payment.
9. If there is an overpayment or other dispute, PowerTrack's eBill facility allows for easily issuing debit and credit memos.
10. PowerTrack is accessible by both the PPSO and TP for viewing invoices and making changes. This capability is handy for the TP in reissuing an invoice.
11. PowerTrack will automatically transfer funds electronically to a TP's bank account for approved invoices.
12. PowerTrack will automatically provide payment information in the form of a daily statement accessible through the PowerTrack Internet site, and electronically through EDI datasets.

### **1.3 – Three Types of PowerTrack TP Users**

There will be three basic types of PowerTrack TP users:

1. Those TP's who will be entering invoices directly into PowerTrack by hand.
2. Those TP's who will be submitting invoices electronically, and
3. Those TP's who will be using an outside service provider to prepare and manage electronic invoices.

The first option is fine for those TP's with a low volume of transactions; however, some personal property invoices can be quite lengthy and entering all of the necessary data can be time consuming. If there are a large number of invoices, it is highly recommended that a user submit transactions electronically to PowerTrack directly or through an outside service. If you are submitting invoices electronically directly to PowerTrack, you will have access to the

PowerTrack Internet site to manage exceptions. If you are using an outside service to prepare electronic invoices, you will have the ability to go into the PowerTrack Internet site to follow the progress of your invoice.

## **1.4 – Your PowerTrack User ID**

Your PowerTrack user id is configured for the work that you need to perform in PowerTrack – entering invoices, viewing only, managing data, accessing statements or other reports. Your PowerTrack user id is also attached at the organizational level where you need to operate. Some users only want to access one SCAC code, while other users need to access multiple SCAC codes. PowerTrack can be further refined for allowing some invoices to be managed internally and others to be managed by an outside service provider. That flexibility also includes managing payments to multiple bank accounts.